

## **INTRODUCTION**

This package contains information and instructions -- everything you'll need to plan and reserve your field trip by train. **DO NOT call Amtrak** - a reservation for the Kids N' Trains program cannot be made over the phone. If you have questions about the program, call Marguerite Monahan at (916) 654-5928, but do not call until you have read the information in this package.

Here are the steps to your fun and educational trip aboard Amtrak California:

1. Select a travel date from those offered on the Reservation Request Form
2. Select a destination using the Zone Map and Destination Guide
3. Determine your cost using the Fare Calculator and Zone Map
4. Select your train(s) and bus(es) using the Train and Bus Schedules
5. Complete the Reservation Request Form
6. Send the Reservation Request Form by FAX **at least 30 days before your requested travel date**
7. Prepare a passenger list of all children and adults traveling in your group and FAX this list to the Amtrak Group Reservation desk prior to purchasing your tickets
8. Receive your reservation number from Amtrak within 10 business days
9. Purchase your tickets at an Amtrak station no later than 7 days before your trip
10. All Aboard!

## **SELECTING YOUR DATE**

The San Joaquin Kids N' Trains program is available Monday, Tuesday, Wednesday, Thursday and Saturday beginning September 18, 2006. The last day for travel in this program is May 17, 2007. This offer is **not** valid on the following days and dates:

- Fridays and Sundays;
- October 5 - 9, 2006
- November 9, 2006 and November 11, 2006
- November 20, 21, 22, 23, 25 and 27, 2006
- December 14, 16, 18 through 21, 23, 25 through 28, and 30, 2006
- January 1 and 2, 2007
- January 13 through 15, 2007
- February 17 and 19, 2007
- April 5, 7 and 9, 2007

Page two of the Reservation Request Form contains a calendar with the program availability dates shown. **Do not call Amtrak to check for availability of dates.**

## **SELECTING YOUR DESTINATION**

Your destination may be determined by cost, so you may want to consult the Zone Map together with the Destination Guide. The latter provides information about all the cities served by the San Joaquin in the program. Included in each city listing are telephone numbers and website addresses for additional information about a particular venue. See

the third page of the Reservation Request Form and the column marked "To." If you select a destination marked "EXTRA FARE," your final ticket price will increase by a few dollars more per person, depending upon several details. The extra fare is usually less than \$6.00 per person round trip in addition to your zone fare. **Do not call Amtrak for information about extra fares - when your trip is confirmed you will be advised of the exact cost.**

The Zone Map shows each city in the San Joaquin program with the entire route divided into 6 zones. For this program only, beginning September 18, 2006, zones 1 through 5 cost \$3 per person (kids and adults) per zone for a same-day round trip. Zone 6 costs \$20 per person (kids and adults) for a same-day round trip. For each zone you travel into or through on your same-day trip, the round trip ticket price per person increases by that zone's fare. The last day for this zone fare is February 28, 2007. Beginning March 1, 2007 through and including May 17, 2007, zones 1 through 5 cost \$6 per person (kids and adults) per zone for a same-day round trip. Zone 6 costs \$20 per person (kids and adults) for a same-day round trip throughout the program period. For each zone you travel into or through on your same-day trip, the round trip ticket price per person increases by that zone's fare.

Here are some examples of same-day round trip fares per person beginning September 18, 2006 through and including February 28, 2007:

- Fresno to Hanford: 1 zone - \$3
- Hanford to Sacramento: 3 zones - \$9
- Stockton to Six Flags Marine World: 2 zones - \$6
- Los Angeles to Sacramento: 4 zones, including Zone 6 @ \$20 - \$29

Fares between March 1, 2006 through and including May 17, 2007 are double (\$6) in all zones, except Zone 6, which is always \$20.

For fares involving overnight (or longer) stays, ALL zone fares double for a round trip. If you travel overnight (or longer) neither day can be on a Friday, Sunday, or holiday period as listed in "Selecting Your Date."

### **CALCULATING YOUR COST**

Any admission fees, hotels or other costs for your trip must be arranged and purchased by you - they aren't included in your Amtrak California ticket price. Amtrak California provides only train and Thruway bus service in this program fare.

Using the Zone Map information in the section above you can calculate the total cost of your trip aboard Amtrak California trains and Thruway bus for your group.

The Fare Calculator is used to calculate the total fare for one person and a table at the end calculates the total group fare.

- Refer to the "RESTRICTIONS" section for important information
- Refer to the Zone Map and find the city where your trip will begin.
- Find your destination city.
- Find the Fare Calculator for the travel date you've selected.
- Mark the box adjacent to each zone you travel into or through on your trip.
- Add the marked boxes and multiply by the dollar amount shown.
- If any part of your trip includes Zone 6, add \$20.
- Multiply the dollar amount by the number of persons in your group.

The resulting figure is your total group fare, not including any "extra fare" costs as discussed in "Selecting Your Destination."

NOTE: Infants under age 2 ride free if they don't occupy a seat.

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**Fare Calculator for travel between September 18, 2006 and February 28, 2007**

<b>Zone 1</b>	
<b>Zone 2</b>	
<b>Zone 3</b>	
<b>Zone 4</b>	
<b>Zone 5</b>	

Total \_\_\_\_\_ x **\$3** = \$ \_\_\_\_\_

**Zone 6** (if applicable) = \$ 20.00

Subtotal = \$ \_\_\_\_\_

X number in group = \_\_\_\_\_

**TOTAL GROUP COST** = \_\_\_\_\_

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**Fare Calculator for travel between March 1, 2007 and May 17, 2007**

<b>Zone 1</b>	
<b>Zone 2</b>	
<b>Zone 3</b>	
<b>Zone 4</b>	
<b>Zone 5</b>	

Total \_\_\_\_\_ x **\$6** = \$ \_\_\_\_\_

**Zone 6** (if applicable) = \$ 20.00

Subtotal = \$ \_\_\_\_\_

X number in group = \_\_\_\_\_

**TOTAL GROUP COST** = \_\_\_\_\_

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Staying overnight (or longer)? You can use this program for trips requiring overnight stays for one or more nights providing both days of travel are Monday, Tuesday, Wednesday, Thursday or Saturday. For hotels and other information, check with the Chamber of Commerce or Convention and Visitors Bureau listed in the Destination Guide for the city you'll be visiting.

You'll need to complete two Reservation Request forms, each for a one-way trip. Because there are no one-way same-day fares in this program, your fare is calculated the same as a round trip for each request form submitted. For example, if you are traveling round trip on the same day from Fresno to Sacramento (Zones 3 and 4) between September 18, 2006 and February 28, 2007, the fare is \$6 per person. If you are traveling from Fresno to Sacramento, spending one or more nights, and returning from Sacramento to Fresno, the fare is \$6 per person for each direction, or \$12 total per person. Fares for the same example traveling between March 1, 2007 and May 17 2007, the fare is \$12 and \$24, respectively.

### **SELECTING YOUR TRAIN(S) AND BUS(ES)**

- Refer to the Train and Bus Schedules and find the city where your trip will begin.
- Find your destination city.
- If both cities are not on the same schedule page, you may need to consult other schedule pages.
- Find your departure and arrival times in the same column for both cities and note the number at the top of the column - that's your train number.
- For a return trip, look at the opposite schedule and do the same as you did above.

Here's a tip: If you went one way on an even-numbered train, you must take an odd-numbered train back home, or vice-versa.

If either city is found on a "Bus Schedule" page, please note you cannot travel by Amtrak bus only - your trip must include train travel because California law forbids Amtrak to provide bus-only service.

Examples of prohibited travel are between:

- Emeryville and San Francisco;
- Bakersfield and Los Angeles; and
- Santa Barbara and Fillmore.

You can, however, travel between Stockton or Lodi and Sacramento by Amtrak bus if one direction of your trip is by train - refer to the Train Schedule.

However, you cannot travel between Sacramento or Lodi and San Francisco, Oakland, Emeryville, Richmond, Six Flags Marine World, Martinez, or Antioch in this program. There aren't any connecting Amtrak buses linking Sacramento and Lodi to *San Joaquin* trains at Stockton that provide train connections to the west of Stockton.

### **COMPLETING YOUR RESERVATION REQUEST FORM**

Do not call Amtrak regarding reservations for this program. If you have questions after reading the program material, call Marguerite Monahan of the Caltrans Rail Division at (916) 654-5928.

The three-page Reservation Request Form is located at end of this booklet and all the information you'll need to plan and reserve your trip is in this package. Carefully read all the material and follow all instructions. FAX all three pages of the completed form and your passenger list to the Amtrak Group Reservation Desk at (800) 872-3298. Amtrak cannot acknowledge receipt of your FAX. Amtrak will contact you by email, FAX or phone within about 10 business days to confirm your trip or for other information.

The offer is subject to space availability. Every request, regardless of group size, is reviewed and some may not be approved if space is not available. This offer is only for new trips booked after August 19, 2006 and the last day for travel in this program is May 17, 2007. Because you must submit your reservation request a **minimum** of 30 days in advance of your requested travel date, the last day to submit reservation requests for this program is April 18, 2007.

**YOU CANNOT CHANGE DATES, TRAINS, THE NUMBER OF PEOPLE IN YOUR GROUP, OR SCHEDULES ONCE YOUR RESERVATION REQUEST HAS BEEN SUBMITTED TO AMTRAK.**

When completing the Reservation Request Form, type or print legibly. Unreadable or incomplete Reservation Request forms will be rejected.

Page 1:

- Do not abbreviate.
- On Line 2, include the full street name, not "1234 Main," rather "1234 Main Street".
- On Line 4, include the first and last name, not "Mrs. Jones," rather "Susan Jones".
- For Line 5, Amtrak prefers to provide printed copies of reservation confirmations to their guests by sending an email or a FAX. If you do not have access to an email address or access to a FAX machine, call Marguerite Monahan at (916) 654-5928.
- For emergency purposes, please provide your cell phone number or that of a person travelling in your group.

Page 2:

This page contains a calendar with the program availability dates shown. To indicate your desired travel date, circle the one date you have selected for your trip on the page. **Do not write or circle any other dates.**

Page 3:

- Check the box at the city where you'll begin your trip in the "From" column.
- Check the box at your destination city in the "To" column.
- You may wish to consult the Destination Guide for assistance in selecting a city. Read all city choices carefully in the "From" and "To" columns before making your selections.
- Check the box at the train you'll be using to leave your beginning city in the "Train/Bus From" column.

- Check the box at the train you'll be using to return to your beginning city in the "Train/Bus Return" column.
- You may wish to consult the Train and Bus Schedules and "Selecting Your Train(s) and Bus(es)" for assistance in selecting your train(s) and, if necessary, bus(es). Read all the train selections carefully in the "Train/Bus From" and "Train/Bus Return" columns before making your selections.

**YOU CANNOT CHANGE DATES, TRAINS, THE NUMBER OF PEOPLE IN YOUR GROUP, OR SCHEDULES ONCE YOUR RESERVATION REQUEST HAS BEEN SUBMITTED TO AMTRAK.**

If you are only traveling one-way using Amtrak California, mark the "None or One-way" box in the "Train/Bus Return" column.

**Staying overnight (or longer)?** You can use this program for trips requiring overnight stays for one or more nights providing both days of travel are Monday, Tuesday, Wednesday, Thursday or Saturday. For hotels and other information, check with the Chamber of Commerce or Convention and Visitors Bureau listed in the Destination Guide for the city you'll be visiting.

You'll need to complete TWO Reservation Request forms, each for a one-way trip:

- On one request form circle the date you want to start your trip, and check the boxes showing the city you're leaving, your destination, and the train/bus "From."
- On the same form, check the "None or One-way" box under the "Return" Train/Bus column.
- On the other request form, circle the date you want to return, and check the boxes showing the city you're leaving (where you've been staying), your destination (home), and the train/bus "From."
- On the same form, check the "None or One-way" box under the "Return" Train/Bus column again.

Send your completed Reservation Request forms (all three pages for each trip) by FAX to Amtrak Group Reservations at **(800) 872-3298**.

### **PASSENGER LIST**

Prepare a list with the first and last name of every person traveling in your group. FAX this list to the Amtrak Group Reservation desk at **(800) 872-3298** prior to paying for your tickets. If there are any changes to the list, please make corrections and carry the most updated version of the list with you on your day of travel. You may be required to show this list to the conductor.

### **PAYING FOR YOUR TICKETS**

If your reservation is confirmed, review the information for accuracy. Your confirmation will include a reservation number. You must purchase your tickets no later than 7 days

before your trip. Take your reservation number to any staffed Amtrak station to purchase your tickets. You may use cash, credit card or a business check made out to "Amtrak." Personal checks and purchase orders will not be accepted. If you are purchasing multiple trips, you must provide individual payment for each reservation. Tickets are non-refundable. Refunds cannot be issued if the number of passengers in your group is less on the day of travel than what you originally reserved and purchased.

If Amtrak does not accept your initial reservation, review your plans to determine if alternate dates are acceptable and submit another request. Amtrak may ask for an alternate date when they advise you the original date could not be granted. Remember to check with your destination to make certain your new date is still valid.

You can purchase your tickets anytime after you've received your reservation number until 7 days before your trip. Tickets must be purchased no later than **seven (7) days** in advance of your trip. You can purchase your tickets with a credit card, cash or business check payable to "Amtrak" from any staffed Amtrak station. No personal checks or purchase orders will be accepted. The staffed stations are located in Oakland, Emeryville, Martinez, Stockton, Sacramento, Modesto, Merced, Fresno, Hanford, Bakersfield, Santa Barbara, Oxnard, Van Nuys, and Los Angeles.

Partial purchases are not permitted and your reservation will be canceled if you do not purchase your tickets **7** days prior to your trip.

Tickets are non-refundable. Refunds cannot be issued if the number of passengers in your group is less on the day of travel than what you originally reserved and purchased.

Do not lose your tickets. Amtrak will not replace lost, stolen or misplaced tickets. You must present your tickets and your passenger list on your day(s) of travel.

## **RESTRICTIONS**

This offer is only for *San Joaquin* trains and specified Amtrak Thruway buses, and it is not available on Amtrak's *Coast Starlight*, Amtrak California's *Capitol Corridor*, *Metrolink*, *Coaster* trains or any other California train service.

Your trip must be for a single day with no stopovers and it can only be taken on a Monday, Tuesday, Wednesday, Thursday, or Saturday from September 18, 2006 through and including May 17, 2007. There are no one-way same day fares. Groups traveling either one-way or roundtrip pay the same low price. A stopover is defined as an intermediate stop where the group leaves the train, then later continues in the same direction on a different train. This offer is not valid on the following days and dates:

- Fridays and Sundays;
- October 5, 2006 and October 7, 2006
- November 9, 2006 and November 11, 2006
- November 20, 21, 22, 23, 25 and 27, 2006

- December 14, 16, 18 through 21, 23, 25 through 28, and 30, 2006
- January 1 and 2, 2007
- January 13 through 15, 2007
- February 17 and 19, 2007
- April 5, 7 and 9, 2007
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The minimum group size for this program is 20 persons, **except for groups using the Amtrak Thruway bus connections between Bakersfield and the Santa Barbara, San Fernando, High Desert, and Los Angeles areas, which requires a minimum of 40 persons. In other words --** Zones 1 through 5 requires a minimum of 20 persons and Zone 6 requires a minimum of **40** persons.

You must have one adult chaperone for every 6 persons 18 years of age or less. Your group will not be allowed to board the trains or buses if it has less than the required ratio of chaperones to children.

Seating is limited on each trip. Every request, regardless of group size, is reviewed and some may not be approved if space is not available.

You must use the reservation procedures in this program to get the program fares. You cannot call or visit an Amtrak station to reserve a trip in this program.

You must FAX your complete and legible reservation request form and your passenger list a minimum of **30** days in advance of your requested trip date. **Reservation requests received less than 30 days prior to the requested travel date will be rejected. If you do not have access to a FAX, please call Marguerite Monahan at 916.654.5928.**

You cannot change dates, trains, the number of people in your group, or schedules once your reservation request has been submitted to Amtrak.

An accurate list with the first and last names of all persons traveling on your trip must be submitted to the group reservation desk prior to paying for your tickets. You must carry a copy of the list with you during your trip. You may be required to show this list to the conductor.

Any admission fees, hotels or other costs for your trip must be arranged and purchased by you - they aren't included in your Amtrak California ticket price. Amtrak California provides only train and Thruway bus service in this program fare.

Amtrak California's *San Joaquin* trains carry thousands of passengers each year. Many are businesspersons or vacationers, but all who travel by train expect a relaxing and enjoyable trip. Please help the on-board staff ensure the trip is enjoyable for all by having your group observe the "Group Conduct and Chaperone Guidelines." All adult chaperones on your trip should have a copy.



Arrive at least **1 hour** early to all departure locations. Your group may be turned away if it arrives too close to departure time. You **MUST** be prepared to board your trains or buses before scheduled departure time.

This is a **SPECIAL** offer available only through Amtrak's Group Reservation system using the procedures outlined in this package. **DO NOT CALL TO CHECK AVAILABILITY FOR SPECIFIC DATES - RESERVATIONS ARE MADE ON A FIRST-COME, FIRST-SERVED AND SPACE AVAILABLE BASIS. Do not call Amtrak about this program.**

### **A WORD ABOUT OPERATION LIFESAVER**

California Operation Lifesaver (OL) is a non-profit volunteer organization dedicated to reducing or eliminating death and injuries due to vehicular and pedestrian trespassing on railroad property. OL presentations are informative and educational and OL has agreed to offer their presentation to groups in their classroom or while on the train. For more information regarding program availability, contact OL at (916) 669-8431.

### **GROUP CONDUCT AND CHAPERONE GUIDELINES**

Amtrak California's *San Joaquin* trains carry thousands of passengers each year. Many are businesspersons or vacationers, but all who travel by train expect a relaxing and enjoyable trip. Please help the on-board staff ensure the trip is enjoyable for everyone by reviewing these rules with adult chaperones in your group and provide each of them with a copy.

1. Group leaders and adult chaperones are responsible for the conduct and supervision of their group at all times while on the trains and buses, or in and around the train stations and bus stops. Railroad personnel must give their full attention to the operation of the railroad and cannot assist in the supervision of your group.
2. No personal music devices are allowed, unless used with earphones or headsets.
3. Arrive at all departure locations at least **1 hour** ahead of departure time. **The trains and buses will not wait for late arriving groups or individuals!**
4. Before boarding the train, identify your group to the conductor, then follow the seating instructions of the conductor and/or other railroad personnel.
5. Keep your group together and in their seats as much as possible.
6. Avoid crowding aisleways and passageways between cars.
7. You may bring your own food and drinks, or your group may visit the snack/dining car. **NOTE> Only 5 persons from your group 18 years of age and under are permitted in the snack/dining car at any one time and **MUST** be accompanied at all times by at least 1 adult.**

8. Please use the trash receptacles and keep the area around your group clean and free of debris.
9. During your trip, feel free to contact the conductor or other on-board personnel for assistance.
10. When your group exits the train, follow the conductor's instructions. Appoint 1 or 2 persons to follow behind the group and check the seating areas and overhead bins for any items which may have been left behind. Amtrak California cannot be responsible for lost or stolen items.
11. Most importantly: **HAVE FUN!**

### **FREQUENTLY ASKED QUESTIONS**

- Q.** *Is there a MAXIMUM number allowed in a group?*
- A.** While there is no maximum, keep in mind this is a "space available" program. Most groups encounter little difficulty with their requests if their group size is no larger than 75 or so. On rare occasions we have had room for 150 or more, but other times it has been difficult to find space for a group of 50. This is another reason to submit your request as soon as possible and AT LEAST 30 days in advance of your planned travel date.
- Q.** *Can I add people to my group after I've sent my request in?*
- A.** No, however anyone can purchase a full-fare ticket for the same trains if space is available. There is no guarantee they will be allowed to sit with the group.
- Q.** *What if our Amtrak Thruway bus is late to meet the train or vice versa?*
- A.** Not to worry - you have a "guaranteed connection" between your train and bus. If either is delayed the other won't leave without you, or we'll make sure to get you where you're going.
- Q.** *I need to know immediately if my trip is approved. Why do I have to wait so long?*
- A.** Kids N' Trains is a discount program which takes advantage of available seats based upon existing reservations and a computerized prediction of availability. All requests for these deeply discounted seats must be reviewed and approved by Amtrak management well in advance of the trip date.
- Q.** *Why so much paperwork? Why so many restrictions?*
- A.** In past years of this program some participants have created reservation delays because they did not read and follow the reservation instructions or disregarded them. This discount program is available because the process does not require that Amtrak handle each individual reservation inquiry. Despite instructions to the contrary, some participants called Amtrak, often repeatedly, with questions which could have easily been answered by reading the program information. As the level

of difficulty in handling individual participants increased, it became apparent that more detailed instructions and information was necessary.

**Q.** *I sent my FAX in but I haven't heard back about my reservation. What can I do?*

**A.** 1) Be certain your FAX was sent to the proper number; 2) Be certain at least 10 business days have elapsed since you sent your FAX; and 3) call Marguerite Monahan at (916) 654-5928. Have your original reservation form available when you call.

### **IF YOU NEED HELP**

If you encounter difficulty in preparing your reservation request, or if you have questions or concerns regarding the Kids N' Trains program which are not addressed in the program information call Marguerite Monahan of the Caltrans Rail Division at (916) 654-5928. **Do NOT call Amtrak.** If you prefer to use email, send your message to [Marguerite.Monahan@dot.ca.gov](mailto:Marguerite.Monahan@dot.ca.gov).

# **STOP!**

**DO NOT COMPLETE THE  
RESERVATION REQUEST FORM  
WITHOUT FIRST READING THE  
PROGRAM INFORMATION**

- **DO NOT CALL AMTRAK FOR  
INFORMATION OR ANSWERS**
- **YOU MUST SUBMIT YOUR RESERVATION  
REQUEST AT LEAST 30 DAYS IN  
ADVANCE OF YOUR TRAVEL DATE**
- **YOU CANNOT CHANGE YOUR GROUP  
SIZE, CHANGE YOUR DATE, OR CHANGE  
YOUR TRAIN NUMBERS AFTER YOUR  
REQUEST HAS BEEN SUBMITTED**
- **LATE, INCOMPLETE OR INCORRECTLY  
COMPLETED FORMS WILL BE REJECTED**